



PRINCIPAL INFORMATION TECHNOLOGY ANALYST

DEFINITION

Under general direction, plans, organizes, directs, and supervises operations of professional and/or technical staff in one or more of the following disciplines: Information Security, Business Systems, Project Management, Application Development and Support, GIS Services, Network & Telecommunications, and Database Administration; develops and standardizes procedures and methods used by the division and monitors the efficiency and effectiveness of assigned areas; assists with developing division policies, procedures, goals, and budgets; represents the division on issues concerning the various programs supervised; performs the most complex work assigned to the classification series; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Information Technology Manager and exercises general and direct supervision over assigned professional and technical staff.

CLASS CHARACTERISTICS

This is an advanced professional supervisory level classification which is primarily responsible for supervising the work of subordinate professional and/or technical staff, and implementing, maintaining, administering, planning, and coordinating one or more Information Technology Division program areas including Information Security, Business Systems, Project Management, Application Development and Support, GIS Services, Network & Telecommunications, and Database Administration. This position is further responsible for performing complex, professional information technology work. Successful performance requires thorough knowledge of, and demonstrated proficiency in the technologies appropriate for the specific option(s) to which assigned, and the ability to exercise initiative and sound independent judgment within established guidelines.

This class is distinguished from the Information Technology Manager in that the later has overall management and administrative responsibility for all functions of the division.

ESSENTIAL DUTIES

Duties may include, but are not limited to the following:

- Plans, supervises, and oversees the activities of one or more Information Technology program areas, such as Information Security, Business Systems, Project Management, Application Development and Support, GIS Services, Network & Telecommunications, and Database Administration.
- Participates in the development and implementation of goals, objectives, policies, and priorities for the Information Technology Division; recommends within division policy,

appropriate service and staffing levels; recommends and administers policies and procedures; implements long-range plans, goals, policies, and procedures for the division.

- Participates in the planning and implementation of complex city-wide or multi-agency projects.
- Facilitates the integration of GIS data, software, and development of internal and external interfaces.
- Works with customers to determine needs; develops plans and proposals acceptable to the Information Technologies department to meet the needs of customers; evaluates and recommends vendor products for purchase, coordinates problem resolution with outside vendors including outside consultants; tracks and documents software product licensing agreements, and manages maintenance contracts.
- Manages internal technology integration projects, provides cost estimates, tracks project progress, and prepares and presents project status reports.
- Plans, prioritizes, assigns, supervises, and evaluates work of assigned personnel; trains and instructs employees in work methods; recommends and implements disciplinary actions.
- Provides technical support, leadership, and training for IT staff and other users.
- Monitors and ensures security of City network devices, servers, and workstations and all related components, including human element, physical and virtual servers, domain controllers, desktops, laptops, printers and other devices which utilize the City network.
- Scans and monitors network activity, filters malicious activity and virus probability; conducts continuous analysis to identify network and system security vulnerabilities.
- Assists in the coordination and testing of department information technology disaster recovery and business continuity plans; recommends needed changes.
- Prepares clear and concise program documentation, user procedures, and instructions.
- Serves as a liaison with other divisions, departments, or program representatives.
- Responds to IT related inquiries from outside agencies regarding City activities.
- Develops and maintains technical expertise in assigned areas including awareness of current hardware, software, laws, rules and regulations.
- Attends meetings and may serve on various committees or boards relative to division activities.
- Assists with the development and administration of the IT budget and other administrative tasks.
- Attends and makes presentations at Council, interagency, committee, and other meetings and conferences.
- Acts on behalf of the Information Technology Manager in their absence or as assigned.
- Performs related duties as assigned

QUALIFICATIONS

Knowledge of:

- Principles and practices of employee supervision and leadership, including work planning, assignment, review and evaluation, discipline, and the training of staff in work procedures.
- Principles and current trends in information technology design and implementation.

- Principles and practices of advanced project management.
- Advanced knowledge in one or more of the IT areas, such as Information Security, Business Systems, Project Management, Application Development and Support, GIS Services, Network & Telecommunications, and Database Administration.
- Enterprise backup and disaster recovery solutions.
- Organizational and management practices as applied to the analysis, evaluation, development, and implementation of programs, policies, and procedures.
- Help desk system management and technical support techniques.
- Administrative principles and methods, including goal setting, planning, program and budget development and implementation.
- Principles and practices of producing effective project and technical documentation.
- Principles and practices of complex database administration.
- Storage Area Networks, Network Attached Storage, network file systems, and Microsoft Active Directory.
- Principles and practices of GIS mapping software and its applications, and related programming languages.
- GIS data types, conversion techniques, and maintenance practices.
- Infrastructure services including Domain Authentication, DNS, WINS, DHCP, SNMP, Distributed File System, VSS, and KMS.
- Network operating systems, network routing and switching protocols, and virtual private networking systems.
- Web servers and traffic analysis; FTP servers; and Microsoft Exchange servers and SPAM firewalls; internet monitoring, filtering and reporting.
- Applicable federal, state and local laws, ordinances, regulations, and guidelines relevant to assigned duties.
- Occupational hazards and standard safety practices necessary in the area of computer operations.
- Modern equipment and communication tools used for business functions and program, project, and task coordination.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Techniques for dealing effectively with the public, vendors, contractors and City staff, in person and over the telephone.
- Computers and software programs (e.g., Microsoft software packages) to conduct, compile, and/or generate documentation.

Ability to:

- Plan, organize, supervise, and evaluate the activities of various aspects of the IT Division.
- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Participate in the preparation and administration of assigned budgets.
- Determine appropriate technology applications and support City-wide processes and operations.

- Troubleshoot complex technical problems; develop and implement complex technical solutions on multiple hardware and software platforms.
- Read, interpret, and apply complex technical publications and documentation.
- Communicate effectively and explain IT related technical issues and concepts to non-technical users.
- Utilize discretion in the handling and disclosure of confidential information.
- Prepare clear and concise program documentation, user procedures, reports of work performed, and other written materials.
- Exercise sound independent judgment within established guidelines.
- Assist in the development and implementation of goals, objectives, practices, policies, procedures, and work standards.
- Understand, interpret, and apply general and specific administrative and departmental policies and procedures.
- Analyze, interpret, apply and enforce federal, state and local policies, procedures, laws and regulations.
- Learn the functions of various City departments and divisions.
- Effectively represent the department and the City in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Attend, represent the department, and make presentations at Council, interagency committees, and other meetings.
- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience

A combination of education and experience which would provide the required knowledge and abilities is qualifying. Note: education may not fully substitute for the required experience unless expressly stated herein.

Equivalent to a Bachelor's degree from an accredited four-year college or university with major coursework in computer science, information technology, management information services, geographic information systems, or a closely related field;

AND

Five (5) years of increasingly professional experience in an IT related field, including experience in systems analysis, network administration, computer operations, applications, database, or mapping solutions, with at least two (2) years of supervisory or project management experience.

Licenses and Certifications

- Possession of, or ability to obtain and maintain, a valid California Class C Driver License and a satisfactory driving record is required. Individuals who do not meet this requirement due to a disability will be reviewed on a case-by-case basis.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; the ability to operate a motor vehicle to visit various City sites and attend off-site meetings; vision to read printed material and view a computer screen; hearing and speech to communicate in person, before groups, and over the telephone; finger dexterity to operate standard office equipment and access, enter, and retrieve data using a computer keyboard and calculator; the ability to bend, stoop, kneel, reach, and push and pull drawers open and closed to retrieve and file information; and occasionally lift, carry, push, and pull materials and objects up to 40 pounds to perform the required job functions. Reasonable accommodations will be made for individuals on a case-by-case basis.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset individuals in interpreting and enforcing departmental policies and procedures.

WORKING CONDITIONS

Employees may be required to work evenings, weekends, and holidays, as well as participate in afterhours on-call assignments.

All City of Rocklin employees are designated as Emergency Service Workers during a proclaimed emergency and may be required to perform certain emergency services at the direction of the department and/or City.

This class specification should not be construed to imply that these requirements are the exclusive standards of each position as not all duties are necessarily performed by each incumbent.

Adopted	March 2023
Revised	
FLSA	Exempt
Salary Schedule	Management/Range 16